

**COMMISSIONERS**  
**BOB STUMP – Chairman**  
**GARY PIERCE**  
**BRENDA BURNS**  
**BOB BURNS**  
**SUSAN BITTER SMITH**



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**ARIZONA CORPORATION COMMISSION**

April 8, 2014

To: Docket Control

**ORIGINAL**

RE: Johnson Utilities Company  
Docket No. SW-02987A-13-0477

Please docket the attached \_\_\_\_3\_\_\_\_ customer comments **OPPOSED** to the proposed sale and transfer of assets and conditional cancellation of its certificate of convenience and necessity.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**  
APR 08 2014

DOCKETED BY 

**RECEIVED**  
2014 APR - 8 P 2:03  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

WS-02987A-13-0477

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115719

Date: 4/8/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Dan Last: Hartley

Account Name: Dan Hartley

Home:

Street:

Work: (000) 000-0000

City: San Tan Valley

CBR:

State: AZ Zip: 85143

is: E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

WS-02987A-13-0477

WATER-SEWER

Johnson Utilities is one of the most corrupt companies in Arizona, they have shoddy workmanship, and the quality off the water is that of a third world country. I believe that they are responsible for the majority of sicknesses of the residents of San Tan Valley. They have been cited multiple times by the ACC and yet still remain in practice. The Johnson family cares nothing of the residents off San Tan Valley nor would they care of someone gets sick from drinking their polluted drinking water. This company only cares about getting paid and silencing those that oppose them. Having no official water company would help the residents of San Tan Valley and the entire Johnson family should be put up on criminal charges. Please help us out and not a crooked company.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/8/14: Entered for the record and docketed

CLOSED

\*End of Comments\*

Date Completed: 4/8/2014

Opinion No. 2014 - 115719

WS-02987A-13-0477

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115721

Date: 4/8/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Rita Last: Underwood

Account Name: Rita Underwood

Street: Work: (000) 000-0000

City: San Tan Valley

State: AZ Zip: 85143

is: Cellular

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

WS-02987A-13-0477

WATER-SEWER

As a customer of Johnson Utilities, I feel the sale should include rate information. It is my understanding that Florence charges higher rates for services outside its city limits, which could be considered reasonable. I would like the rate information to be part of the sale and a fixed rate set initially with rate increases tied to the percentage of increase for any Florence customers. Also, since Mr Johnson is selling, I don't feel he should have any say in what happens after the sale. Florence needs to hire independent consultants (selected through an entity such as the AZ Corporate Commission) to oversee the transition.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/8/14: Entered for the record and docketed

CLOSED

\*End of Comments\*

Date Completed: 4/8/2014

Opinion No. 2014 - 115721

WS-02987A-13-0477

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion      No. 2014 - 115720

Date: 4/8/2014

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Benjamin

Lee

Account Name: Benjamin Lee

Home

Street:

Work: (000) 000-0000

City: San Tan Valley

CBR:

State: AZ      Zip: 85143

is: E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

OPPOSED

WS-02987A-13-0477

WATER-SEWER

Comments: Please refer to the open letter at <http://freepdfhosting.com/049251955e.pdf> which will be sent with signatures to the commission within the next week. I have grave concerns about the sale of Johnson Utilities to the Town of Florence. The transaction seems to do nothing for current complaints and concerns of San Tan Valley area residents. What's more, residents of San Tan Valley have no voting authority or representation in the Town of Florence for decisions that will be made in regard to the water utility. It is my understanding that Johnson Utilities will continue to maintain the same structure and employees for the next 5 years if the sale to the Town of Florence completes. This utility, as it is currently governed and operated, is hated by the majority of their customers and if any transaction is to occur, it needs to turn the utility over to an entity where the people they service have a direct or representative say in how the company is governed and operated. Residents of San Tan Valley, including myself, have complained and are concerned about abuses by Johnson Utilities, including refusal to repair ponds damaged by sewage leakage, poor performance in informing residents of possible water poisoning (e-coli), extremely high water rates, and poor customer service. A company employee had the nerve to tell me that their high rates were justified because they were in business to make money. However, this company holds a special privilege as a monopoly sanctioned by the voters or Arizona and the Corporation Commission. They have a right to provide service and make a little money, but first to provide reasonable service. What's more, Mr. George Johnson has continued to use the monthly billing process to influence residence on his own personal political views that had little or nothing to do with providing water service to area residents. This is a forum that no other entity has access to, accept through paid advertisements, which Mr. Johnson certainly does not have to pay. It is wrong that Mr. Johnson uses the privilege given to Johnson Utilities to service San Tan Valley to advance a personal political agenda. It stinks of high-handed elitism and is not welcome by most residents. Yet, he and the company have ignored our concerns and continued this suspicious practice. However, the abuses continue with the breech of the first amendment rights of Mrs. Emily Hughes. My Johnson is suing her for slander when she was only speaking out for the poor quality water and low water pressure she observed at her residence. I urge the Commission to consider this sale very very carefully and to assure that these concerns are addressed if such a sale is to occur. Thank you for listening. Most sincerely, Benjamin M. Lee

\*End of Complaint\*